

SC DMH Client Advocacy Report December 2009

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	16	214
Harris	10	163
Morris Village	0	33
Hall	2	36
Tucker	0	35
Forensics (GEO & Bldg. 1)	13	168
Mental Health Centers	19	322
Total	60	971

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	56	825
Information, Referral & Other Assistance ¹	15	286

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	86	14	52	7	152
2) Admission & Discharge	114	20	20	11	154
3) Information & Advocacy	25	17	9	3	51
4) Physical Environment	33	7	0	1	40
5) Inpatient Rights	137	61	5	18	203
6) Personal Property & Money	57	28	30	8	115
7) Confidentiality & Consent	14	10	16	3	40
8) Treatment	82	18	237	17	337
9) Other Rights Issues	13	7	24	2	44
Total⁵	561	182	393	70	1136

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

³ Forensics: Just Care & Crafts Farrow Campus.

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	13	9		1	22
b. Excessive Restraint, Seclusion & PRNs	10	4			14
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	56		51	5	107
e. Neglect	7	1	1	1	9
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	71	15	3	7	89
b. Community Placement (where)	27	1	15	1	43
c. Periodic Court Review	4	2		1	6
d. Questions, Education & Other	12	2	2	2	16
3) Information & Advocacy					
a. Access to Advocacy	12	2	5	1	19
b. Access to Legal Resources	9	15		2	24
c. Questions, Education & Other	4		4		8
4) Physical Environment					
a. Food Quality & Quantity	18	3		1	21
b. Linens, Clothes & Toiletries	3	1			4
c. Disrepair of Physical Plant	5	3			8
d. Cleanliness of Facilities	7				7
5) Inpatient Rights					
a. Privacy	5	2	3	1	10
b. Safety	7	4		1	11
c. Freedom, Privileges & Fairness	53	22	1	7	76
d. Communication	19	23		3	42
e. Health Care	53	10	1	6	64
6) Personal Property & Money					
a. Property	34	12	5	4	51
b. Money, Entitlements, Rep. Payee	16	10	13	2	39
c. Billing Issues	2	1	9	1	12
d. Other Non-DMH Issues	5	5	3	1	13
7) Confidentiality & Consent					
a. Access to Records & Information	6	7	9	3	22
b. Breach of Confidentiality	5	1	6		12
c. Issues of Consent, Confidentiality, etc.	3	2	1		6
8) Treatment					
a. Eligibility for Services	1		50	5	51
b. Accessibility to Staff & Treatment	13		84	4	97
c. Individualized, Client-Driven	53	16	99	7	168
d. Right to Refuse Treatment	15	2	4	1	21
9) Other Rights Issues					
a. Work, Compensation & Education	3	3	1	1	7
b. Religion	2				2
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			8		8
f. Legal assistance for Non-DMH issues	8	4	15	1	27

